



STATE OF WASHINGTON

WASHINGTON STATE LIQUOR CONTROL BOARD

3000 Pacific Ave SE • PO Box 43075 • Olympia WA 98504-3075 • (360) 664-1600

June 17, 2003

To: All retail licensees

Re: Broken or damaged product

Agents of the Board are again receiving inquiries regarding the replacement of damaged product once the retailer has purchased it. Product which has been broken or damaged after it has been delivered, is the responsibility of the retailer. If a customer breaks or damages beer or wine, it is the loss of the retailer. No compensation is allowed from the manufacturer or distributor. **The distributor can't take this product back, and it is a violation on the retailer to ask them to take it back.**

The conditions under which a manufacturer or distributor may replace product are very specific, and can be found under WAC 314-24-210 for wine and WAC 314-20-070 for beer.

The MIW Section of License and Regulation has notified all distributors that they are not responsible for broken or damaged product after it has been delivered to your licensed premises. It will be a violation on their part if they pickup or exchange damaged product. No refunds or exchanges are to be made except as provided in the rules cited above.

Randy Reynolds
MIW Program Manager
Washington State Liquor Control Board